

	Type	Hits	Search Text	DBs
1	BRS	40	language and service and (assist or assisting or assistance) and identifier and directory and database with identifier and number and (automatic or automatically) with number and (agent or operator) and priority and queue	USPAT
2	BRS	35	language and service and (assist or assisting or assistance) and identifier and directory and database with identifier and number and (automatic or automatically) with number and (agent or operator) and priority and queue and (greeting or announcement or recording or message) and menu	USPAT
3	BRS	29	language and service and (assist or assisting or assistance) and identifier and directory and database with identifier and number and (automatic or automatically) with number and (agent or operator) and priority and queue and (greeting or announcement or recording or message) and menu and (switch or ACD or PBX) and server and (route or routes or routing or routed)	USPAT
4	BRS	18	language and service and (assist or assisting or assistance) and identifier and directory and database with identifier and number and (automatic or automatically) with number and (agent or operator) and priority and queue and (greeting or announcement or recording or message) and menu and (switch or ACD or PBX) and server and (route or routes or routing or routed) and ANI	USPAT
5	BRS	58	(operator or directory) near2 assist\$6 with (language or english or spanish or french)	USPAT

	Type	Hits	Search Text	DBs
6	BRS	21	(operator or directory) near2 assist\$6 with (language or english or spanish or french) and ANI	USPAT
7	BRS	44	(operator or directory) near2 assist\$6 with (language or english or spanish or french) and ((caller near ID) or CLID or ((caller or calling) near3 number) or ANI) and (operator or agent)	USPAT
8	BRS	21	(operator or directory) near2 assist\$6 with (language or english or spanish or french) and ((caller near ID) or CLID or ((caller or calling) near3 number) or ANI) and (operator or agent) and priority	USPAT
9	BRS	15	((caller adj ID) or CLID or CND or ANI or (caller or calling) near2 (ID or identification or number)) same (language or english or spanish) and (directory or operator) near2 assist\$6 and priority with queue	USPAT
10	BRS	27	(language or spanish or english) and (5335269.uref. and (((caller adj ID) or CLID or CND or ANI or ((caller or calling) near2 (ID or identification or number))))))	USPAT
11	BRS	59	((caller adj ID) or CLID or CND or ANI or (caller or calling) near2 (ID or identification or number)) same (language or english or spanish) and (directory or operator) near2 assist\$6	USPAT
12	BRS	68	(ACD or PBX) and language with (identification or identity or ID or CLID or ANI)	USPAT
13	BRS	1	5586175.pn. and (ACD or PBX) and language with (identification or identity or ID or CLID or ANI) and (greeting or announcement) with (caller or calling or subscriber or client or user or customer) and language and ANI and (menu or option) and directory and queue and priority	USPAT